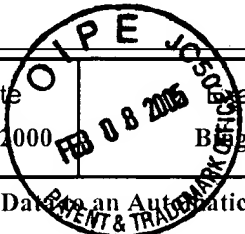
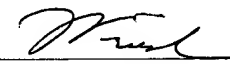

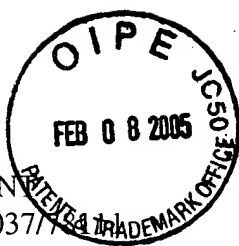


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|--|---------------------------------------|---|---|------------------------------|------------------------------------|------------------|
| AMENDMENT TRANSMITTAL LETTER (Large Entity) | | | | | Docket No. 00EC037/78111 | |
| Applicant(s): Fischer et al. | | | | | | |
| Application No. 09/499,817 | Filing Date 8 February 2005 |  | Examiner Bing Q. Bui | Customer No. 24628 | Group Art Unit 2642 | Confirmation No. |
| Invention: Providing Customer Data on an Automatic Call Distribution System Agent | | | | | | |
| COMMISSIONER FOR PATENTS: | | | | | | |
| Transmitted herewith is an amendment in the above-identified application. | | | | | | |
| The fee has been calculated and is transmitted as shown below. | | | | | | |
| CLAIMS AS AMENDED | | | | | | |
| | CLAIMS REMAINING AFTER AMENDMENT | HIGHEST # PREV. PAID FOR | NUMBER EXTRA CLAIMS PRESENT | RATE | ADDITIONAL FEE | |
| TOTAL CLAIMS | 25 - | 25 = | 0 | x \$50.00 | \$0.00 | |
| INDEP. CLAIMS | 4 - | 4 = | 0 | x \$200.00 | \$0.00 | |
| Multiple Dependent Claims (check if applicable) <input type="checkbox"/> | | | | | \$0.00 | |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT | | | | | \$0.00 | |
| <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038. | | | | | | |
| WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038. | | | | | | |
|  _____ Signature | | | Dated: 8 February 2005 | | | |
| L. Friedman, Reg. No. 37,135 | | | | | | |
| cc: | | | I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <u>8 February 2005</u> (Date) Express Mail No. <u>EV 555563645 US</u>  Signature of Person Mailing Correspondence Shannon Wooten Typed or Printed Name of Person Mailing Correspondence | | | |



PATENT
00EC0377

02-09-05

2642
JFW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al.)
)
Title: Providing Customer Data to an)
Automatic Call Distribution System)
Agent)
)
Serial No.: 09/499,817)
)
Filed: 8 February 2000)
)
Primary Examiner: Bing Q. Bui)
)
Art Unit: 2642)
)

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date.

8 FEB 2005 JFW
Date
Express Mail Label No. EV 555563845 US

AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action mailed 22 November 2004. This reply hereby authorizes the charge of any deficiency in fees in connection with the captioned application to Deposit Account 23-0920. No new matter is added. Please amend application as follows: